

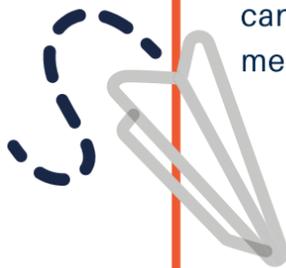


A STEP-BY-STEP GUIDE OF HOW YOUR MEMBERSHIP IS PROCESSED



STARTING YOUR MEMBERSHIP

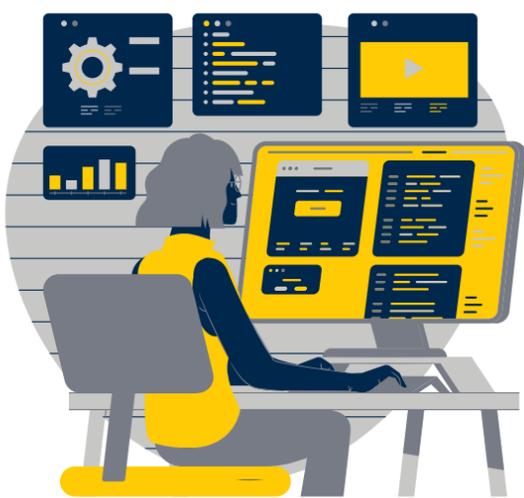
Your membership journey at Matthaei Botanical Gardens and Nichols Arboretum (Matthaei-Nichols) starts by filling out a form, online, or in-person at our front desk. If you sign up or renew in-person, you will be issued a temporary member number that you can use to visit us while your membership is being processed.



GIFT PROCESSING

Your membership form and payment are then sent for gift processing at a University's central location. At this time, Matthaei-Nichols staff will not have access to your membership form or gift information. **Please note, gift processing can take 7-10 days.**

If you are a new member, or if you are renewing an expired membership, your membership ID may not be valid during this time. Please use the temporary membership card you were provided when signing up on-site until your membership is processed.



SYSTEM UPDATE

After your gift is processed, Matthaei-Nichols will receive a notification that your membership has been initiated or renewed, and at that point we will have access to your membership form and gift information.

MEMBERSHIP CARD

Now that your information is back to us, our membership team will issue you paper and digital membership cards with your permanent parking number. Current postal capacity may delay your membership by mail. In the meantime, download and take advantage of the convenience of your digital membership card. You are now able to take full advantage of your member benefits!



We are excited that you are becoming a member, or renewing your membership! We are making every effort possible to expedite your membership processing, we also want to be transparent with you on our process so you know what to expect along the way. If you have any problems along the way, please contact us at mbgna-membership@umich.edu so that we can help.